

Referrer Questionnaire Responses: Jun 2022							Very Good/Good: March 2022 Results
Sent 150		Returned 32		Response Rate % 21%			
	Very Good	Good	Neither	Poor	Very Poor	No Answer	
<b>How would you rate the referral process?</b>	20	11	1	0	0	0	↑ 0.45%
Percentage Scored	Very Good	Good	Neither	Poor	Very Poor	No Answer	
32	62.50%	34.38%	3.13%	0.00%	0.00%		
	96.88%		3.13%	0.00%			
<b>How would you rate your patients' experience?</b>	25	6	0	0	0	1	same
Percentage Scored	Very Good	Good	Neither	Poor	Very Poor	No Answer	
31	80.65%	19.35%	0.00%	0.00%	0.00%		
	100.00%		0.00%	0.00%			
<b>For the written report, how would you rate the turnaround time?</b>	18	11	1	0	0	2	↑ 0.37%
Percentage Scored	Very Good	Good	Neither	Poor	Very Poor	No Answer	
30	60.00%	36.67%	3.33%	0.00%	0.00%		
	96.67%		3.33%	0.00%			
<b>How did you find the navigation of your images?</b>							
<b>CD</b>	4	2	2	0	0	24	↑ 11.40%
Percentage Scored	Very Good	Good	Neither	Poor	Very Poor	No Answer	
8	50.00%	25.00%	25.00%	0.00%	0.00%		
	75.00%		25.00%	0.00%			
<b>MyVue/Vue Motion</b>	8	3	3	0	0	18	↑ 8.57%
Percentage Scored	Very Good	Good	Neither	Poor	Very Poor	No Answer	
14	57.14%	21.43%	21.43%	0.00%	0.00%		
	78.57%		21.43%	0.00%			
<b>PACS</b>	6	8	5	0	0	13	↑ 0.35%
Percentage Scored	Very Good	Good	Neither	Poor	Very Poor	No Answer	
19	31.58%	42.11%	26.32%	0.00%	0.00%		
	73.68%		26.32%	0.00%			
<b>Other</b>	1	0	2	0	0	29	same
Percentage Scored	Very Good	Good	Neither	Poor	Very Poor	No Answer	
3	33.33%	0.00%	66.67%	0.00%	0.00%		
	33.33%		66.67%	0.00%			
<b>How would you rate the accuracy of the reporting?</b>	22	8	2	0	0	0	↓ 2.40%
Percentage Scored	Very Good	Good	Neither	Poor	Very Poor	No Answer	
32	68.75%	25.00%	6.25%	0.00%	0.00%		
	93.75%		6.25%	0.00%			
<b>Overall how would you rate our service?</b>	28	3	1	0	0	0	↓ 3.20%
Percentage Scored	Very Good	Good	Neither	Poor	Very Poor	No Answer	
32	87.50%	9.38%	3.13%	0.00%	0.00%		
	96.88%		3.13%	0.00%			
<b>How would you rate Cobalt's support during the pandemic</b>	22	4	3	0	0	3	↑ 3.71%
Percentage Scored	Very Good	Good	Neither	Poor	Very Poor	No Answer	
27	81.48%	14.81%	11.11%	0.00%	0.00%		
	96.30%		11.11%	0.00%			
<b>Would you recommend our service?</b>	Yes		Neither	No		N/A or No Answer	
	28		0	0		4	same
28	100.00%		0%	0.00%			
	Positive		Neither	Negative			
<b>Total</b>	85.55%		15.12%	0.00%			↑ 1.75%

Changes to questions Dec 2021

**RESULTS** - Return rate up by 2% to 21%.and a positive upswing in most questions apart from two fence sitters in the accuracy of reporting question and 1 in the overall rating question.

**Action Plans** - CM has allocated responsibility for contacting some of the referrers out to relevant heads/leaders